

other States during the last three years; and

(e) If so, the State-wise details thereof and the action taken or proposed to be taken by the Government thereon?

THE MINISTER OF STEEL AND MINISTER OF MINES (SHRI BIRENDRA PRASAD BAISHYA) : (a) and (b) India has adequate reserves in respect of several minerals. While Comprehensive data on mineral deposits are maintained under the National Mineral Inventory, mineral wise Statewise information on important mineral deposits is indicated in the statement attached. Further, separate information for mineral deposits in tribal areas is not maintained.

(c) to (e) Exploration and exploitation of minerals in the country is governed by the provisions of the Mines and Minerals (Regulation and Development) Act, 1957 and the rules made thereunder. In the context of overall liberalisation of the economy, the Government does not contemplate nationalisation of mines and in fact as per the policy prescription under National Mineral Policy, 1993, private sector investment for exploration and exploitation of minerals has to be encouraged. In this context, the Government derevered 13 minerals hitherto reserved for exclusive exploitation by the public sector. The Government has further taken a series of steps under the National Mineral Policy besides amendments to the MM (R&D) Act, 1957 and the rules made thereunder with a view to encourage private sector investment including foreign investment in the mineral sector.

Statement

Metallogenic belts in India

(a) Copper-Lead-Zinc

Khetri (Rajasthan), Mosabani (Bihar), Malanjkhand (Madhya Pradesh), Sargipalli (Orissa), Kalyadi (Karnataka), Agnigundala (Andhra Pradesh), Zawar-Rajpura-Dariba-Bamnikalan-Rampura-Agucha Belt (Rajasthan).

(b) Gold

The green stone belts of South India, including the Kolar, Hutti Gadag and Chitradurga schist belts, are the primary source of gold deposits. The Marudra deposits in Kerala, the Himalayan foothill regions in Himachal Pradesh, and Uttar Pradesh, Bihar, and Rajasthan, are important for alluvial and placer deposits.

(c) Diamond

Panna is a centre for Kimberlite mining in Madhya Pradesh. New ideas for Kimberlite have been recently been reported by the Geological Survey of India (GSI) near Raipur; Ramkheria-Hirappur conglomerate belt in Madhya Pradesh; and the Vajrakarur Kimberlite belt in Andhra Pradesh.

(d) Iron Ore

Goa, Bellary-Hospet belt (Karnataka), Bailadila (Madhya

Pradesh), Rawghat-Dalli-Rajhara in Madhya Pradesh, Chirila-Manoharpur in Bihar, Bonai-Keonjhar belt in Orissa, Badampahar-Gorumahisani belt in Orissa, Kudermukh Magnesite belt in Karnataka, Chitradurga (Karnataka).

(e) Manganese

Madhya Pradesh and Maharashtra belt, Bonai-Keonjhar belt (Orissa), Visage (Andhra Pradesh), North Kanara and Sandur belts in Karnataka, Adilabad belt in Andhra Pradesh and Goa.

(f) Chromite

Sukunda-Nuasahi chromite belt in Orissa and Byrapur belt in Karnataka.

(g) Bauxite

Kutch-Jamnagar belt in Gujarat, Ratnagiri in Maharashtra, East-coast Bauxite belt covering Andhra Pradesh and Orissa, Madhya Pradesh Bauxite belt covering Amarkantak-Phutkaphar, Jamirapat-Mainpat etc. Satna-Rewa belt (Madhya Pradesh), Netarhat plateau and adjoining areas in Gumla and Lohardaga district of Bihar.

(h) Limestone & Dolomite

Rich deposits are widespread across many states of India particularly, Rajasthan, Madhya Pradesh, Tamil Nadu, Andhra Pradesh, Assam, Mizoram, Meghalaya, Orissa, Bihar, Himachal Pradesh and Uttar Pradesh.

(i) Soapstone

Major concentrations are found in the Udaipur-Dungarpur belt of Rajasthan, and Dagota-Jharna and adjoining deposits near Jaipur.

Construction of Damaged Building at Palam

5321. SHRI SHATRUGHAN PRASAD SINGH : Will the Minister of CIVIL AVIATION be pleased to state:

(a) the time by which the buildings damaged by fire at Palam Air Port are proposed to be constructed/ repaired; and

(b) the cost likely to be incurred on the above construction work?

THE MINISTER OF CIVIL AVIATION (SHRI C.M. IBRAHIM): (a) and (b) Reconstruction of Terminal 1A at Indra Gandhi International Airport is expected to be completed by December, 1997 at an estimated cost of Rs. 26 crores.

Distribution of Dak by Women in Raipur

5322. SHRI DADA BABURAO PARANJPE: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether letters are being distributed by the women carrying 14-16 kg. of letters in a basket in Raipur District for the last thirty years;

(b) if so, the details of their pay, facilities and

service conditions;

(c) whether the Government proposed to stop such practice; and

(d) the reasons for not regularising their services?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA): (a) to (c) No, Sir. In Raipur district, letters are not distributed by women carrying letters in a basket. Throughout the district, delivery of mail is performed by Postmen only. However, in case of heavy mails, the Postmen may engage coolies (men/women) on daily wage basis for carrying parcels etc. on days when their quantum is more. Coolie charges are reimbursed according to the weight of the parcels on the basis of the rate fixed by the local Collector for unskilled labour.

(d) These workers are engaged by postman on need basis. They are neither hired by the Department, nor are they employees of the department. The question of their regularisation, therefore, does not arise.

[English]

MTNL Customer Harassment

5323. SHRI JANG BAHADUR SINGH PATEL: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the attention of the Government has been drawn to the newsitem captioned 'Customer harassment MTNL-style' appearing in the 'Hindustan Times' dated 21.4.1997;

(b) if so, the facts thereof;

(c) the reaction of the Government thereto; and

(d) the action the Government propose to make the MTNL working transparent and responsive ?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA): (a) Yes, Sir.

(b) and (c) Since its formation, MTNL has been striving hard for rapid modernisation, accelerated growth of network, provisioning of new services and improvement in the services.

MTNL has given top priority to customer satisfaction. All out efforts are being made for provisioning of new telephone connections and shifting of existing ones within the stipulated norms. Some of the cases are delayed mainly due to non-availability of underground cable pairs. Delay in rectification however occurs in cases of cable breakdowns and thefts. Monitoring of fault rectification process is done upto the highest level.

It is a fact that new edition of directory after 1994 has not been brought out due to contractual problems with the contractors. New edition of directory is expected to be issued shortly.

Constant efforts are being made to provide upto date local directory enquiry service '197' to the customers. This service has been decentralised for giving prompt and accurate information to the customers in many areas.

In the recent past the cable theft took place in different parts of Delhi disrupting the telephone services of a number of subscribers. To avoid the occurrences of such thefts in future, patrolling of vulnerable routes have been intensified and coordination at highest level with local police authorities has been undertaken and regular meetings are being conducted by GM (Transmission) with Addl. Commissioner of Police to curb the activities related to cable thefts.

Inspections of Local/STD PCOs sanctioned to private operators are done by field staff in MTNL, Delhi. In addition surprise checks are also made by Vigilance squad of MTNL, Delhi to check over-charging for the calls made by the public from such PCOs. During 1996, 13 PCOs were recommended for disconnection and 84 officials were punished for the mal-practices.

In a large complex network, there may be some complaints that have not received adequate attention to the satisfaction of the customers. However, we have different forums to attend to these individual cases and other grievances. There are 8 areas in MTNL, Delhi and in all areas as well as at HQ, Public Grievance Cells are functioning where single window concept for dealing with the public grievances is followed. All types of complaints received are registered, scrutinised and disposed of expeditiously. In order to enhance effectiveness of these cells, regular monitoring and progress of disposal of grievances even at senior level is being carried out. In addition there are also Customer Service Centres which act as a single window so that as far as possible visitors are attended to in these Centres and there is minimal need for them to go to individual officers.

Telephone Adalats are also held regularly at an interval of 3 months to provide on the spot redressal to long pending customers grievances. In 39 Adalats held up to April, 1997, 26700 cases have been finally settled.

Frequent customer open house sessions are held to obtain first hand problems of the customers regarding the telephone service and allied matters.

(d) The following steps have been taken by MTNL, Delhi to make its working transparent and responsive to the individual complaints of the subscribers:

Customer service centres (CSC) at area level and Divisional level have been opened in each area which provides single window working for the subscriber so that as far as possible customers problems are attended to in these CSCs and there is minimal need for the customer to visit individual office for their work.

Till date 40 exchange Fault Repair Service (FRSs) have been computerised which include 18 major exchanges.